



## LATIFAH NAMALE

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### Professional Summary

Energetic and service-driven professional with 5+ years of combined experience in hospitality, childcare, and customer-facing retail roles. Proven ability to manage fast-paced environments while maintaining excellent service standards. Recognized for increasing customer satisfaction by over 85% through personalized service and proactive support. Currently seeking to take a Customer Service position where I can apply my communication skills, attention to detail, and passion for helping others.

### Core Skills

- Customer Service Excellence
- Fast & Accurate Cash Handling
- POS Systems & Inventory Support
- Complaint Resolution & complaint handling
- Retail Sales & Product Knowledge
- Multitasking in High-Traffic Areas
- Hygiene & Cleanliness Standards
- Communication & Teamwork

### Professional Experience

**Live-in Nanny Tutor & house assistant**  
**Private Household, UAE**

**March, 2022 – March, 2025**

- Cared for children aged 1, 3, 5, and 8, ensuring safety, educational support, and daily routines.
- Developed structured learning activities that boosted early childhood development and school readiness by 75%.
- Supported meal preparation, hygiene, and light housekeeping duties to maintain a clean and organized home.
- Coordinated outdoor and indoor play sessions to promote social and cognitive skills.

- Maintained strong communication with parents and adapted schedules to meet children's evolving needs.
- Assisted with laundry, grocery shopping, and general errands when needed.

**Waitress – The hideout, Dubai .**

**Feb,2020 – Feb,2022**

- Delivered outstanding service in a fast-paced dining environment serving up to 150+ guests daily.
- Managed food and beverage orders, upsold high-margin menu items, and handled payments with 99% accuracy.
- Assisted in opening/closing duties, table setup, and maintaining restaurant cleanliness.
- Resolved guest concerns quickly, resulting in a 60% increase in repeat customers.
- Supported kitchen and front-of-house teamwork to streamline operations during peak hours.

**Education**

Collage Diploma.

Mbogo mixed secondary school